

QUALITY POLICY

FARCOM SA, responding to the requirements of the business reality and aiming to the production and trade of safe cosmetic products and to improve its organization and internal communication, has installed a Quality Management System that covers the company's compliance with the ISO 9001:2015 standard (Quality Management) and with ISO 22716:2007 Good Manufacturing Practice (GMP).

The Company's QMS covers the production and trading of cosmetics, medical devices and disinfectants was designed according to the Company's needs and goals and in accordance with legal and regulatory requirements of the applicable Greek and Community law.

Through a dynamic growth path, **FARCOM SA** now holds a leading position in the Cosmetics Production and Trading sector. The company operates a production facility and a central administration building in Redestos, which houses the Sales Department and the Central Warehouse, as well as an additional warehouse in Lakkia.

The satisfaction and ensuring the trust of Customers, through the fulfillment of defined quality standards, and the consistency in deliveries are basic principles of **FARCOM SA**. The general goal is to offer to the Company's Customers safe products and of consistent quality. In particular, the company pursues:

- Protection of Consumers' Health
- Full satisfaction of customer requirements, having as guideline the prevention and not the correction of errors
- The continuous growth of the company's market share, while ensuring the high quality of products
- The continuous upgrading of the company's employees, through training programs, and also through the recruitment of trained new employees
- The continuous improvement of the Company's operation by the effective use of the following means:
 - Implementation and improvement of the QMS and GMP, monitored through internal audits
 - Establishment of objectives and their periodic monitoring through the Management Review
 - Providing all employees and associates with all the necessary tools (materials, tools, training programs)
 - Compliance of the products with the current Legislation, the relevant Regulatory Requirements and the standards the company has decided to follow with the objective of promoting sustainable development.
 - Take the necessary measures for the employee Health and Safety
 - Communicating Quality Policy to employees as well as to all interested parties
 - Documentation (documents - files) to maintain the historicity of the company's activities to prevent risks of interpretation, loss of information or confusion from oral communication.

To achieve the above objectives, all the necessary references have been made in the QMS documentation.

The Management is committed to ensure the implementation of the QMS and to provide the facilities and equipment that is deemed necessary for the implementation of its tasks.

Moreover, the prevention of environmental damage, the prudent use of natural resources and the application of hygiene and safety rules are included in the philosophy and values of **FARCOM S.A.**

FARCOM incorporates ESG (Environmental, Social, and Governance) principles across its operations, aiming for continuous improvement in environmental performance, social responsibility, and governance transparency.

Each employee is responsible for the quality of his own work and should participate and contribute to the effective implementation of the principles of the QMS. For this reason, all employees, based on their responsibilities, are informed about their position in the organization chart and their responsibilities.

Procedures, flows and actions that do not guarantee the fulfillment of the established goals, are promptly interrupted by the responsible person, root cause analysis is conducted, and the necessary improvement measures are defined and implemented.